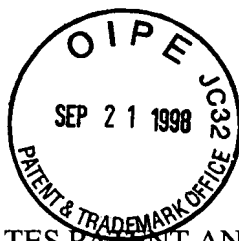


Atty Docket No. 003395.P001



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Frank A. Galdes

Application No.: 09/137,989

Filed: August 21, 1998

For: METHOD AND APPARATUS FOR NETWORK  
BASED CUSTOMER SERVICE

Assistant Commissioner for Patents  
Washington, D.C. 20231

Examiner: Not yet assigned

Art Unit: 2756

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REQUEST FOR CORRECTION OF FILING RECEIPT

Dear Sir:

In the Filing Receipt for the above-referenced patent application filed on August 21, 1998,  
the title was recorded incorrectly as follows:

METHOD AND APPARATUR FOR NETWORK BASED CUSTOMER SERVICE

The correct title is as follows:

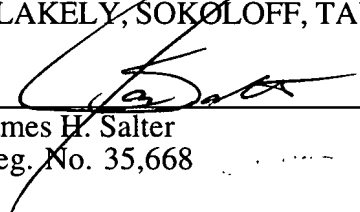
METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

Please have the Filing Receipt changed to reflect the correct title. Enclosed is a copy of the  
incorrect Filing Receipt with the change noted thereon.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Dated: 9/17 1998

  
James H. Salter  
Reg. No. 35,668

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Seventh Floor  
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I hereby certify that this correspondence is being deposited  
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Date of Deposit  
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Claire Wilshire 9/17/98  
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SEP 14 1998

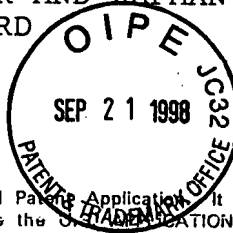
STATUS DB-LA



UNITED STATES DEPARTMENT OF COMMERCE  
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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWGS	TOT CL	IND CL
09/137,989	08/21/98	2756	\$790.00	003395.P001	8	20	3

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Applicant(s)

FRANK A. GALDES, MENLO PARK, CA; MARK A. ERICSON,  
REDWOOD CITY, CA.

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TITLE

METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

Group 2700

PRELIMINARY CLASS: 395